

How to Write and Manage E-mails Effectively

Put an end to wasted time and frustration!



**MASTER THE SECRETS TO WRITING
EFFECTIVE E-MAILS and MANAGING YOUR INBOX**
**Avoid embarrassing e-mail mistakes, save time,
and get the responses you need.**

Meet your instructor, Kathy Bote'

Kathy has made a career of empowering people to become their own heroes by providing them with essential skills for success.. As an international speaker, she provides practical information with activities and a hefty dose of humor. She has over 20 years experience training people from diverse industries, and has been an editor for the National Crisis Prevention Institute and is the author of "Business Grammar and Usage for Professionals," "How to Work Less and Get More Done," and "101 Ways to Get Your Audience Involved."

Boeing, B.Braun Pharmaceuticals, McCain Foods, the FBI, Homeland Security, King County, and many more count on Kathy to meet their training and professional speaking needs. Register now!



December 2, 2010

Olympia, WA

210 11th Ave (near Capitol)

2 Sessions:

9 AM– Noon & 1 PM—4

Are you living in e-mail hell?

Does e-mail eat up too much of your time?
Do you struggle with what to say and how
to say it? Want answers?

Learn to master your e-mail before it
masters you. Eliminate frustration and
confusion. Learn amazing tricks to writing
e-mails better and faster. Master the
important do's and don'ts of e-mail
etiquette. Write clear, concise messages
that grab your reader's attention
and get results!

Investment: Only \$87 Register Today!



To Register:

Online:

[http://www.icsew.wa.gov/events/
calendar/training.asp](http://www.icsew.wa.gov/events/calendar/training.asp)

Or contact Genevieve O'Sullivan
(360) 725-9704 icsew@sao.wa.gov

Or Contact Kathy Bote' at
KathyBote@CourageSpeaks.com or
(425) 432-9345

Call to bring this program to your
organization today!